

## Help and Customer Service

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## Conditions of Use

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**Last updated: Aug 25, 2025.**

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[Conditions of Use](#)

[Conditions of Sale](#)

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In addition, when you use any current or future Amazon.in service (eg. Wish List or Marketplace) ("Amazon Service"), you will also be subject to the terms, guidelines and conditions applicable to that Amazon Service. ("Terms"). If these Conditions of Use are inconsistent with such Terms, the Terms will control.

These "Conditions of Use" constitute an electronic record within the meaning of the applicable law. This electronic record is generated by a computer system and does not require any physical or digital signatures.

- Conditions Relating to Your Use of Amazon.in
- Notice and Procedure for Making Claims of Infringement
- Notice and Procedure for Notifying Amazon.in of Objectionable Content

## Conditions Relating to Your Use of Amazon.in

### 1. Your Account

If you use the website, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer to prevent unauthorised access to your account. You agree to accept responsibility for all activities that occur under your account or password. You should take all necessary steps to ensure that the password is kept confidential and secure and should inform us immediately if you have any reason to believe that your password has become known to anyone else, or if the password is being, or is likely to be, used in an unauthorised manner. Please ensure that the details you provide us with are correct and complete and inform us immediately of any changes to the information that you provided when registering. You can access and update much of the information you provided us with

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## 2. Privacy

Please review our [Privacy Notice](#), which also governs your visit to Amazon.in, to understand our practices. The personal information / data provided to us by you during the course of usage of Amazon.in will be treated as strictly confidential and in accordance with the Privacy Notice and applicable laws and regulations. If you object to your information being transferred or used, please do not use the website.

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## 3. E-Platform for Communication

You agree, understand and acknowledge that the website is an online platform that enables you to purchase products listed on the website at the price indicated therein at any time from any location. You further agree and acknowledge that Amazon is only a facilitator and is not and cannot be a party to or control in any manner any transactions on the website. Accordingly, the contract of sale of products on the website shall be a strictly bipartite contract between you and the sellers on Amazon.in.

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## 4. Access to Amazon.in

We will do our utmost to ensure that availability of the website will be uninterrupted and that transmissions will be error-free. However, due to the nature of the Internet, this cannot be guaranteed. Also, your access to the website may also be occasionally suspended or restricted to allow for repairs, maintenance, or the introduction of new facilities or services at any time without prior notice. We will attempt to limit the frequency and duration of any such suspension or restriction.

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## 5. Licence for website access

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**6. Your Conduct**

You must not use the website in any way that causes, or is likely to cause, the website or access to it to be interrupted, damaged or impaired in any way. You understand that you, and not Amazon.in, are responsible for all electronic communications and content sent from your computer to us and you must use the website for lawful purposes only. You must not use the website for any of the following:

- for fraudulent purposes, or in connection with a criminal offense or other unlawful activity
- to send, use or reuse any material that does not belong to you; or is illegal, is offensive (including but not limited to material that is sexually explicit content or which promotes racism, bigotry, hatred or physical harm), deceptive, misleading, abusive, indecent, invasive of another's privacy, including bodily privacy, insulting or harassing on the basis of gender, blasphemous, defamatory, libelous, obscene, pornographic, pedophilic, or menacing; racially or ethnically objectionable, or disparaging; in breach of copyright, trademark, patent, confidentiality, privacy or any other proprietary information or right; or is otherwise injurious to third parties or relates to or promotes money laundering or gambling or promotes enmity between different groups on the grounds of religion or caste with the intent to incite violence; or is harmful to minors in any way; or impersonates another person; or threatens the unity, integrity, defence, security or sovereignty of India or friendly relations with foreign States or public order or causes incitement to the commission of any cognisable offence or prevents investigation of any offence or is insulting other nation; or objectionable or otherwise unlawful in any manner whatsoever; or which consists of or contains software viruses or any other computer code, file or program designed to interrupt, destroy or limit the functionality of any computer resource, political campaigning, commercial solicitation, chain letters, mass mailings or any spam;.
- to deceive or mislead the addressee about the origin of messages.

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**7. Reviews, comments, communications and other content**

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#### 8. Claims against Objectionable Content

You can refer to the product detail page on Amazon.in for checking any product details provided by the seller regarding the following:

- the total price in single figure of any good or service, along with the breakup price for the good or service, showing all the compulsory and voluntary charges such as delivery charges, postage and handling charges, conveyance charges and the applicable tax, as applicable. These details are available on the invoice issued to you. To understand how to generate an invoice you can refer [here](#).
- mandatory notices and information provided by applicable laws, and the expiry date of the good being offered for sale, where applicable; .
- goods and services offered for sale by the seller including country of origin which are necessary for enabling the consumer to make an informed decision at the pre-purchase stage.
- importer and the guarantees related to the authenticity or genuineness of the imported products; and.
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#### 13. Disclaimer

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You hereby expressly release Amazon Seller Services Private Limited and/or its affiliates and/or any of its officers and representatives from any cost, damage, liability or other consequence of any of the actions/inactions of the vendors and specifically waiver any claims or demands that you may have in this behalf under any statute, contract or otherwise.

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#### 15. Children

Use of Amazon.in is available only to persons who can form a legally binding contract under the Indian Contract Act, 1872. If you are a minor i.e. under the age of 18 years, you may use Amazon.in only with the involvement of a parent or guardian.

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#### 16. Other Businesses

Parties other than Amazon Seller Services Private Limited and its affiliates may operate stores, provide services, or sell product lines on Amazon.in. For example, businesses and individuals offer products via Marketplace. In addition, we provide links to the websites of affiliated companies and certain other businesses. We are not responsible for examining or evaluating, and we do not warrant or endorse the offerings of any of these businesses or individuals, or the content of their websites. Amazon Seller Services Private Limited does not assume any responsibility or liability for the actions, products, and content of any of these and any other third-parties. You can tell when a third-party is involved in your transactions, and we may share customer information related to those transactions with that third-party. You should carefully review their privacy statements and other conditions of use.

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#### 17. Communications

When you visit Amazon.in, you are communicating with us electronically. You will be required to provide a valid phone number while placing an order with us. We may communicate with you by e-mail, SMS, phone call or by posting notices on the website or by any other mode of communication. For contractual purposes, you consent to receive communications (including transactional, promotional and/or commercial messages), from us with respect to your use of the website and/or your order placed on the website.

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#### 18. Losses

We will not be responsible for any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure) or any other indirect or consequential loss that is not reasonably foreseeable to both you and us when you commenced using the website.

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#### 19. Alteration of Service or Amendments to the Conditions

We reserve the right to make changes to our website, policies, and these Conditions of Use at any time. You will be subject to the policies and Conditions of Use in force at the time that you use the website or that you order goods from us, unless any change to those policies or these conditions is required to be made by law or government authority (in which case it will apply to orders previously placed by you). If any of these conditions is deemed invalid, void, or for any reason unenforceable, that condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.

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#### 20. Events beyond our reasonable control

We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control. This condition does not affect your statutory rights.

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#### 21. Waiver

If you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

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#### 22. Governing law and Jurisdiction

These conditions are governed by and construed in accordance with the laws of India. You agree, as we do, to submit to the exclusive jurisdiction of the courts at Delhi.

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#### 23. Our Details

This website is operated by Amazon Seller Services Private Limited.

For the Amazon.in website, you could contact us by visiting:[www.amazon.in/gp/help/contact-us](https://www.amazon.in/gp/help/contact-us)

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#### 24. Customer Complaint Details

The details pertaining to each customer complaint lodged (including the status of the complaint and tracking details) are provided in the return e-mails which are sent back to the customers.

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#### 25. Amazon Software Terms

In addition to these Conditions of Use, the terms found [here](#) apply to any software (including any updates or upgrades to the software and any related documentation) that we make available to you from time to time for your use in connection with Amazon Services (the "Amazon Software").

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#### 26. Sanctions and Export Policy

You may not use any Amazon Service if you are the subject of U.S. sanctions or of sanctions consistent with U.S. law imposed by the governments of the country where you are using Amazon Services. You must comply with all U.S. or other export and re-export restrictions that may apply to goods, software (including Amazon Software), technology and services.

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## Notice and Procedure for Making Claims of Right Infringements

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Upon receipt of a Notice Form we may take certain actions, including removing information or an item, all of which are taken without any admission as to liability and without prejudice to any rights, remedies or defenses, all of which are expressly reserved. Furthermore, in submitting a Notice Form, you grant to Amazon the right to use, reproduce, modify, adapt, publish, translate, create derivative works from, and display its content throughout the world in any media. This includes forwarding the Notice Form to the parties involved in the provision of the allegedly infringing content. You agree to indemnify Amazon for all claims brought by a third party against Amazon arising out of or in connection with the submission of a Notice Form.

Note on Third Party Seller Listings: Please keep in mind that Third Party Seller listings are merely hosted on Amazon.in and are posted solely at the direction of Third Party Sellers who may be contacted via their "Seller Information" page, accessible from any of their listings.

ASIN and ISBN-10, Defined: "ASIN" stands for Amazon Standard Item (or Identification) Number and is a ten (10) character identifier. It can be found below any listing under "Product Details". "ISBN-10" stands for International Standard Book Number and is a ten (10) digit identifier that can be found on some book listings under "Product Details".

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**Name:** Saurabh Joshi

**e-mail PDF:** [grievance-officer@amazon.in](mailto:grievance-officer@amazon.in)

**Subject Line:** Claim of Infringement

or

**Fax:** 040 - 39922887

or

Amazon Seller Services Pvt. Ltd.

Ground Floor

Eros Plaza, Eros Corporate Tower



Nehru Place

New Delhi 110019

(We will accept a signed PDF via e-mail with the subject line "Claim of Infringement" or Fax, unless by prior agreement we have agreed with you for an alternative receipt mechanism).

**Prime Video:**

For complaints pertaining to Amazon Prime Video, please refer to the mechanism found [here](#). By submitting complaints pertaining to the foregoing, you consent to our sharing of such information pursuant to our [Privacy Notice](#).

Please fill out the Notice form using the corresponding numbered paragraphs to frame your communication.

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**Notice Form**

Re: www.Amazon.in

I, [INSERT FULL NAME AND TITLE ] of [COMPANY NAME, IF APPLICABLE] , state as follows:

1. **Contact information** : (a) Your and/ or your company's name, address, telephone number and contact email address; (b) The contact email address and/or name which we will provide to Third Party Sellers (if relevant) so they may contact you to resolve any issues regarding your notification to us. If you do not provide a separate contact email, you authorize us to use the contact information you provide in (1)(a).
2. **Listing's ASIN (or ISBN-13 if applicable) and Allegation of Infringed Right**: (a) The listing's ASIN/ISBN-13 number or detailed description of where the information that you claim is infringing your rights is located on the site; if regarding a Third Party Seller listing please also provide the name used to identify the Seller on the site (look for "dispatched and sold by \_\_\_\_" or "by \_\_\_\_" in the listing). (b) A description of your intellectual property right(s) that you claim has/have been infringed (e.g. copyright, trademark or patent) by the information of/for this ASIN/ISBN-13. [REPEAT (2)(a-b) as necessary for multiple items, see example Notice Form here.]
3. Include the following statement: "I have a good faith belief that the portion of the listing(s) described above violate(s) the intellectual property rights owned by the intellectual property owner or its agent, nor is such use otherwise permissible under law."
4. Include the following statement: "I represent that the information in this notification is true and correct and that I am the intellectual property owner or authorised to act on behalf of the intellectual property owner for the rights described above."
5. Sign the Notice Form.

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**Name:** Saurabh Joshi

**e-mail PDF:** grievance-officer@amazon.in

**Subject Line:** Claim of Objectionable Content

or

**Fax:** 040 - 39922887

or

Amazon Seller Services Private Limited

Ground Floor,

Eros Plaza, Eros Corporate Tower,

Nehru Place,

New Delhi 110019

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**Notice to Amazon.in of Objectionable Content**



In the matter of Amazon.in

I, [Please set out your full name] of [please give your postal address], [please set your occupation], says as follows:

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2. The Objectionable Content (delete whichever paragraph is not applicable): (a) appear in a book being sold by Amazon.in via the website entitled [please state the book name and its author]. The Objectionable Content appear on page **[please state the page number(s) where you consider the words constitute Objectionable Content]**. OR (b) appear on the website at **[please cut and paste the address of the relevant Web page from the website where the Objectionable Content appears]**
3. The words/ content that I consider to be Objectionable Content are **[please repeat the exact words you are complaining about]**
4. This content is Objectionable Content because **[please state why you consider the content is Objectionable Content]**
5. I understand that this statement may be used in any court proceedings that may arise out of or relating to the Objectionable Content which I have complained about.

Statement of Truth

I declare the facts stated above to be true.

Signed:

Dated:

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## Amazon Software Terms

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### 1. Use of the Amazon Software

You may use Amazon Software solely for purposes of enabling you to use and enjoy the Amazon Services as provided by Amazon, and as permitted by the Conditions of Use, these Amazon Software Terms and any Terms. You may not incorporate any portion of the Amazon Software into your own programs or compile any portion of it in combination with your own programs, transfer it for use with another service, or sell, rent, lease, lend, loan, distribute or sub-license the Amazon Software or otherwise assign any rights to the Amazon Software in whole or in part. You may not use the Amazon Software for any illegal purpose. We may cease providing any Amazon Software and we may terminate your right to use any Amazon Software at any time. Your rights to use the Amazon Software will automatically terminate without notice from us if you fail to comply with any of these Amazon Software Terms, the Conditions of Use or any other Terms. Additional third party terms contained within or distributed with certain Amazon Software that are specifically identified in related documentation may apply to that Amazon Software (or software incorporated with the Amazon Software) and will govern the use of such software in the event of a conflict with these Conditions of Use. All software used in any Amazon Service is the property of Amazon and/or its affiliates or its software suppliers and protected by laws of India including but not limited to any other applicable copyright laws.

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### 2. Use of Third Party Services

When you use the Amazon Software, you may also be using the services of one or more third parties, such as a wireless carrier or a mobile platform provider. Your use of these third party services may be subject to the separate policies, terms of use, and fees of these third parties.

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### 3. No Reverse Engineering

You may not, and you will not encourage, assist or authorize any other person to copy, modify, reverse engineer, decompile or disassemble, or otherwise tamper with, or apply any other process or procedure to derive the source code or other underlying components (such as a model, model parameters, or model weights) from the Amazon Software, whether in whole or in part, or create any derivative works from or of the Amazon Software.

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### 4. Agents

The terms in this section ("Agent Terms") apply if you use, allow, enable, or cause the deployment of an Agent to access, use, or interact with any Amazon Services. For the purposes of these Agent Terms, "Agent" means any software or service that takes

autonomous or semi-autonomous action on behalf of, or at the instruction of, any person or entity.

- i. **Transparency and Consent.** No Agent may access, use, or interact with Amazon Services unless, at all times, it identifies itself and operates in strict accordance with the requirements in section 3 of these Agent Terms. In addition, no Agent may access, use, or interact with Amazon Services if we have requested that the Agent refrain from accessing, using, or interacting with any Amazon Service.
- ii. **Limitation on Access.** At our sole discretion, we may limit, including by technical measures, whether and how any Agent accesses, uses, and interacts with Amazon Services.
- iii. **Technical Requirements.** Agents must:
  - In all HTTP/HTTPS requests, identify that the request is from an Agent and disclose the name of the Agent by including the following in the request's user agent string:  
  
"Agent/[agent name]" (e.g., Agent/ AmazonAgent)
  - Not conceal or obfuscate that any access, use, or interactions are from an Agent, such as by (a) mimicking the speed or pattern of human keystrokes, page navigation, or other interactions, or (b) completing or circumventing CAPTCHAs or other measures intended to distinguish computers from humans.
  - Respond truthfully to any question or prompt seeking to determine if interactions are coming from a human or a computer.
  - Not circumvent or otherwise avoid any measure intended to block, limit, modify, or control whether and how Agents access, use, or interact with an Amazon Service.

### Updates

In order to keep the Amazon Software up-to-date, we may offer automatic or manual updates at any time and without notice to you.

## Conditions of Sale (between Sellers and the Customer)

**Please read these conditions carefully before placing an order for any products with the Sellers ("We" or "Our" or "Us", wherever applicable) on the Amazon.in (the website). These conditions signify your agreement to be bound by these conditions.**

In addition, when you use any current or future Amazon.in service (eg: Wishlist or Marketplace or Amazon MP3 Service), you will also be subject to the terms, guidelines and conditions applicable to that service ("Terms"). If these Conditions of Sale are inconsistent with such Terms, the Terms will control.

### 1. Conditions Relating to the Sale of Products to You

This section deals with conditions relating to the sale of products on the website by us to you.

### 2. Our Contract

Your order is an offer to us to buy the product(s) in your order. When you place an order to purchase a product from us, you will receive an e-mail confirming receipt of your order and containing the details of your order (the "Order Confirmation E-mail"). The Order Confirmation E-mail is acknowledgement that we have received your order, and does not confirm acceptance of your offer to buy the product(s) ordered. We only accept your offer, and conclude the contract of sale for a product ordered by you, when the product is dispatched to you and an e-mail confirmation is sent to you that the product has been dispatched to you (the "Dispatch Confirmation E-mail"). If your order is dispatched in more than one package, you may receive a separate Dispatch Confirmation E-mail for each package, and each Dispatch Confirmation E-mail and corresponding dispatch will conclude a separate contract of sale between you and us for the product(s) specified in that Dispatch Confirmation E-mail.

Your contract is with us (the Sellers) and you confirm that the product(s) ordered by you are purchased for your internal / personal purpose and not for re-sale or business purpose. You authorize us to declare and provide declaration to any governmental authority on your behalf stating the aforesaid purpose of the products ordered by you on the website.

You can cancel your order for a product at no cost any time before we send the Dispatch Confirmation E-mail relating to that product.

Please note that we sell products only in quantities which correspond to the typical needs of an average household. This applies both to the number of products ordered within a single order and the placing of several orders for the same product where the individual orders comprise a quantity typical for a normal household.

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### 3. Returns

Most items purchased from sellers listed on Amazon.in are returnable within the return window, except those that are explicitly identified as not returnable. The return is processed only if:

- it is determined that the product was not damaged while in your possession;
- the product is not different from what was shipped to you;
- the product is returned in original condition (with brand's/manufacture's box, MRP tag intact, user manual, warranty card and accessories)

You can review return policy for products listed on Amazon.in by clicking [here](#). For the products that are returned by the customer, the refund is issued to the original payment method (in case of pre-paid transactions) or to the bank account / as Amazon Pay balance (in case of Pay on Delivery orders), the details for making such refund and the timelines are detailed in the refund policy available [here](#).

Please review our Returns Policy, which applies to products sold by us.

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### 4. Pricing and availability

We list availability information for products sold by us on the website, including on each product information page. Beyond what we say on that page or otherwise on the website, we cannot be more specific about availability. Please note that dispatch estimates are just that. They are not guaranteed dispatch times and should not be relied upon as such. As we process your order, you will be informed by e-mail if any products you order turn out to be unavailable.

For more details, please review our [Pricing policy](#) Pricing policy (<https://www.amazon.in/gp/help/customer/display.html?nodeId=202001520>) and our [Availability Guide](#), both of which apply to products ordered from us.

All prices are inclusive of VAT/CST, service tax, Goods and Services Tax ("GST"), duties and cesses as applicable - unless stated otherwise.

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### 5. Taxes

You shall be responsible for payment of all fees/costs/charges associated with the purchase of products from us and you agree to bear any and all applicable taxes including but not limited to VAT/CST, service tax, GST, duties and cesses etc.

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### 6. Health & Safety

By purchasing any product from our Home & Kitchen shop, you acknowledge that you have read and understood our Health & Safety Guidelines.

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### 7. Children

Use of Amazon.in is available only to persons who can form a legally binding contract under the Indian Contract Act, 1872. If you are a minor i.e. under the age of 18 years, you may purchase only with the involvement of a parent or guardian.

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### 8. Communications

When you visit Amazon.in, you are communicating with us electronically. You will be required to provide a valid phone number while placing an order with us. We may communicate with you by e-mail, SMS, phone call or by posting notices on the website or by any other mode of communication. For contractual purposes, you consent to receive communications including SMS, e-mails or phone calls from us with respect to your order.

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### 9. Losses

We will not be responsible for any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure) or any other indirect or consequential loss that is not reasonably foreseeable to both you and us when a contract for the sale of goods by us to you was formed.

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### 10. Alteration or Amendments to the Conditions

We reserve the right to make changes to our policies, and these Conditions of Sale at any time. You will be subject to the policies and Conditions of Sale in force at the time you order goods from us, unless any change to those policies or these conditions is required to be made by law or government authority (in which case it will apply to orders previously placed by you). If any of these conditions is deemed invalid, void, or

for any reason unenforceable, that condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.

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11. **Events beyond our reasonable control**

We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control. This condition does not affect your statutory rights.

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12. **Waiver**

If you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

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13. **Governing Law and Jurisdiction**

These conditions are governed by and construed in accordance with the laws of India, and the application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. You agree, as we do, to submit to the exclusive jurisdiction of the courts at Delhi.

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Was this information helpful?

Yes No

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Amazon Science

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**Make Money with Us**

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Sell under Amazon Accelerator  
Protect and Build Your Brand  
Amazon Global Selling  
Supply to Amazon  
Become an Affiliate  
Fulfilment by Amazon  
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